



Departmental Quarterly Performance Report

Department Name: Employee Relations

**Reporting Period:
FY 2003-2004
First Quarter**

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 6

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

MAJOR PERFORMANCE INITIATIVES

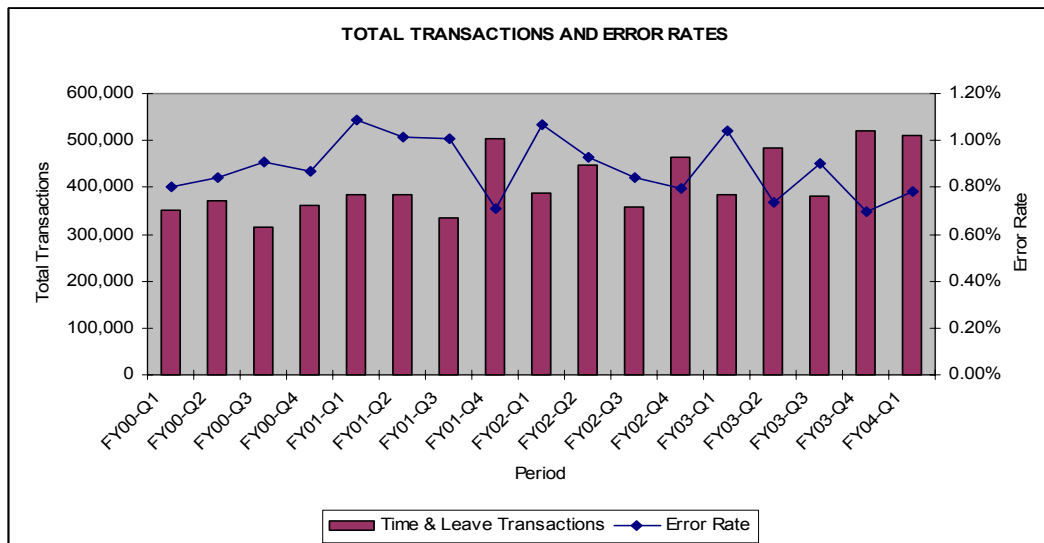
Describe Key Initiatives and Status

Check all that apply

Streamline payroll and related processes to enhance efficiency of systems & improve accuracy & timeliness of transactions.

- Streamline Time and Leave payroll system
- Enhance/ Replace BOS and WASD payroll systems
- Emergency payroll and voucher system are integral payroll enhancements that are currently under development. (ECC 812)
- Electronic Data Management System (on-line forms, documents, backfile)
- Time collection system has been put on hold –expecting one to be developed with the advent of comprehensive HRIS. (ECC-882)
- New measures are being developed for each payroll unit- Time and Leave, Position Control and Bus Operators System, that will facilitate monitoring employees' performance. The underlying goal is to reduce errors and provide a more equitable work distribution.

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☒ Audit Response
☐ Other _____
 (Describe)

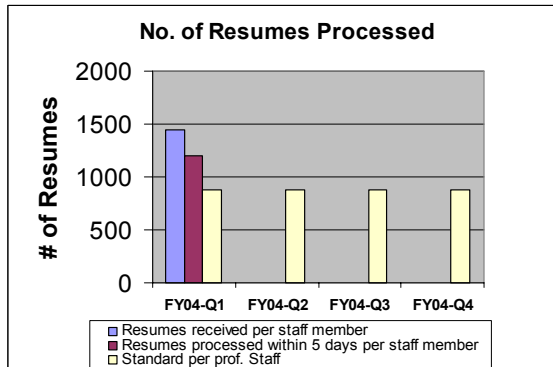
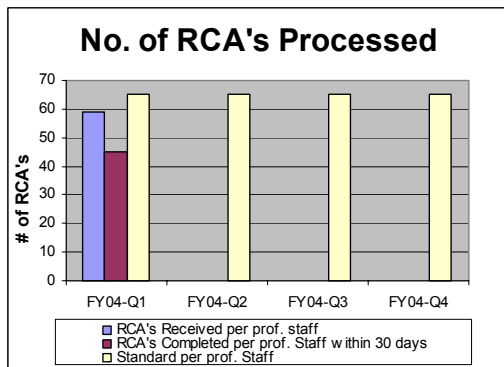


Departmental Quarterly Performance Report

Department Name:

Reporting Period:

Provide an equitable & qualitative system for the recruitment, testing, and compensation to all depts., employees, bargaining units, and public. Fill vacancies expeditiously and provide expertise in departmental recruitment plans.



Staff Count: Compensation Section

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	9	9	9	9
FY 03-04	9			

Staff Count: Recruitment Section

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	19	19	22	21
FY 03-04	21			

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce
 Dev.
☐ Audit
 Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

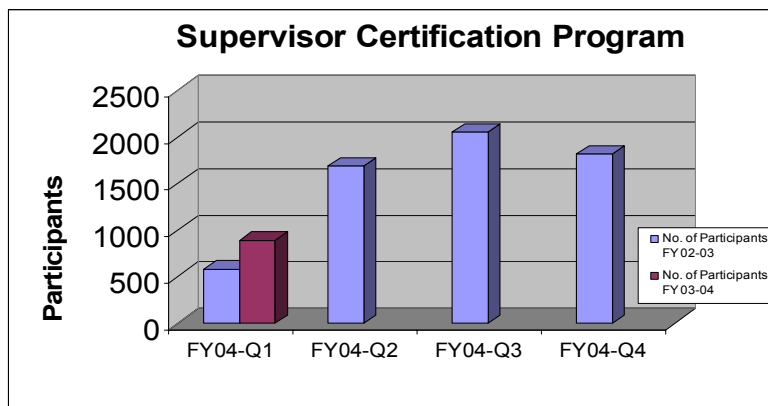
Reporting Period:

Provide countywide training and employee development opportunities to all employees through MDCU. Centralize training programs and provide training solutions to facilitate long range objectives.

Sixty-six County supervisors received training on the Americans with Disabilities Act employment provisions during the 1st quarter of this fiscal year. The unit also conducted 4 sessions this quarter to cross-train other Employee Relations Department staff on the ADA employment provisions

The ADA Unit/Office of Reasonable Accommodation responded to 332 requests for assistance via telephone/TTY/e-mail and received 19 visits during the 1st quarter of this fiscal year.

The unit made site visits to Lighthouse for the Blind and the Epilepsy Foundation this quarter and participated in the Fall Conference of the National Association of ADA Coordinators.



Staff Count: Training Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	13	12	12	12
FY 03-04	12			

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce
 Dev.
☐ Audit
 Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

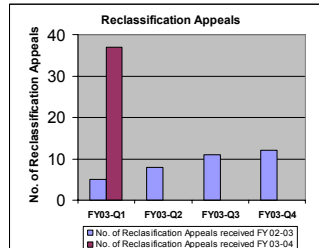
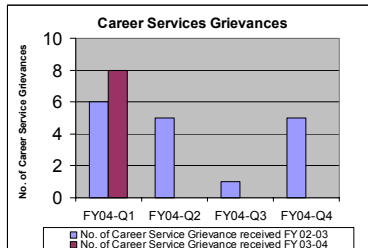
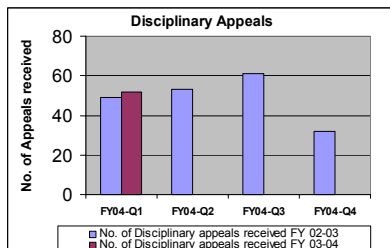
ECC – 882 Time Collection system- Automate entry of payroll information to increase efficiencies

- Studying the possibility of acquiring on-line payroll application through a third party vendor, which may be part of an HRIS System. This is the long-range, more cost-effective and desirable solution

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☒ Audit Response
☐ Other _____
 (Describe)

Maintain a harmonious working relationship between Miami-Dade County and the certified collective bargaining units; greater efficiencies achieved by more balanced collective bargaining with goals of enhanced efficiency.

Process a variety of employee appeals.



Staff Count: Employee Appeals Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	3	3	3	3
FY 03-04	2			

☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

<p>ECC 812 Payroll re write – rewrite the employee master file portion of the payroll system facilitating future development of an enterprise HR system</p> <ul style="list-style-type: none">• Major phase implemented in August 2003. Minor implementation issues are being resolved. It provides easier maintenance (table-driven rather than hard-coded) and greater system stability• Two major areas remaining are the emergency payroll and voucher system.	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>ECC-788 Implement an Interactive Voice Response System (IVR).</p> <p>The IVR project was completed and announced to the public on January 18th, 2004 and the first reduced ad was in the Miami Herald classifieds section on the same date. We are waiting for the Miami Herald's invoice to evaluate the cost savings.</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>
<p>Implement an Employee Feedback Survey component to the Management Performance Appraisal Pilot Project.</p> <p>Vendor was selected and Phase 1 of Employee Feedback Survey project will begin May 2002-2003. Develop plans for utilization of Employee Feedback Survey</p>	<p><input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input checked="" type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

<p>ECC 796 Countywide Pay Plan review – Conduct a comprehensive review of the County’s Pay Plan and Classification Plan and develop a method & model to simplify both.</p> <p>The final report was received in October. Currently, staff is conducting an in-depth review of the findings and recommendations to identify those that can and should be implemented.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted</i> <i>Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce</i> <i>Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit</i> <i>Response</i> <i>Other</i> _____ (Describe)</p>
<p>ECC 718 Human Resources Mgmt – Continue to assess support services for all service depts. To ensure that all personnel needs are effectively & efficiently met. Initiated a departmental business process review to update existing processes and procedures. The first area to be reviewed is the Recruitment unit. ERD also completed the first Employee Relations Customer Satisfaction Survey which will provide a base line for future performance data and assist in determining user dept. service needs.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted</i> <i>Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce</i> <i>Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit</i> <i>Response</i> <i>Other</i> _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	140	145	137	8						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Personnel Services – None

Labor Management and Employee Appeals – None

Admin. Services – None

Dept. Admin. Admin. Support Unit – Account Clerk: Critical to cost recovery efforts for the Dept. including MDCU, employment advertising, etc.

Career Development Division – Program Coordinator for MDCU. This position supports functions of Division Manager and Division Director for MDCU projects.

C. Turnover Issues

D. Skill/Hiring Issues Personnel-Payroll Technicians require 6-12 months of training to acquire knowledge about the personnel and payroll rules, labor agreements, and to utilize the payroll system.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

ERD has one long term part time position, Employment Industrial Psychologist.

F. Other Issues

ASD needs to develop and maintain a broader management infrastructure.

ASD requires more support staff to attend to ancillary duties

FINANCIAL SUMMARY

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦ Gen Fund	7932	7897	1974	1974	1974	1974	0	25
♦ Reimb	1939	2294	574	658	574	658	84	29
♦								
♦								
Total	9871	10191	2548	2515	10191	2632	84	50
Expense*								
Salary	6999	7044	1761	1860	1761	1860	99	26
Fringes	1870	2294	573	541	573	541	-32	24
Other Oper	938	853	214	81	214	81	-133	09
Total	9807	10163	2548	2482	2548	2482	-66	24

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

ERD has processed all backlog reimbursements and presently we are up to date, we will continue to recover cost expended for MDCU including training coordinated for FIU, Miami-Dade Community College, New Horizons; GSA Risk Management; WASD; Testing & Validation; the MOU with MDT/OPTM, etc.

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Requires compliance with the County Manager's mandatory participation in Miami-Dade County University. Also, requires elimination of training redundancy and duplication.

ERD requires focus on performance standards by maintaining staffing levels while moving forward with modernization plan.

More realistic resource levels to comply with value added internal support level.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Department Director

Date _____